



October 24, 2016

Pam Ungaro
City of Boulder
3065 Center Green Drive
Boulder, CO 80301

Re: 2017 changes to abortion coverage under City of Boulder's medical plan

Dear City of Boulder Members:

The City of Boulder currently only covers non-elective abortions under the medical plan. However, beginning January 1, 2017, the City of Boulder will also cover abortions in the cases of rape and incest.

The following abortion codes are covered under the plan:

59812	Treatment of incomplete abortion, any trimester, completed surgically.	Non-elective
59820	Treatment of missed abortion, completed surgically, first trimester.	Non-elective
59821	Treatment of missed abortion, completed surgically, second trimester	Non-elective
59830	Treatment of septic abortion, completed surgically	Non-elective

Depending on how a provider may code an abortion in the cases of rape and incest, the claim may be denied. In these cases, you will need to file an appeal and send in documentation supporting that the abortion was due to a case of rape or incest. The second page of this letter outlines your rights of review and appeal, as well as what should be included in the appeal.

If you have any questions, please contact Cigna's Customer Service Department at 1-800-Cigna24.

Sincerely,

Liz Reiter
Senior Client Manager

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Rights of review and appeal

You can start the Appeal process by sending a written request to the address listed in your plan materials within 180 days of receipt of the explanation of benefits (unless a longer time is permitted by your plan).

Please follow the steps below to make sure that your appeal is processed in a timely manner.

- Send a copy of the explanation of benefits along with any relevant additional information (e.g. benefit documents, medical records) that helps to determine if your claim is covered under the plan. Contact Customer Service if you need help or have further questions.
- Be sure to include: 1) Your name 2) Account number from the front of the form 3) ID number from the front of the form 4) Name of the patient and relationship and 5) "Attention: Appeals Unit" on all supporting documents.
- Contact Customer Service at 1-800-Cigna24 to request access to and copies of all documents, records and other information about your claim, free of charge.
- You will be notified of the final decision in a timely manner, as described in your plan materials. If your plan is governed by ERISA, you may also bring legal action under section 502(a) of ERISA following our review and decision.